



HOW TO REACH US AT VERIZON

Call your Verizon service representative for questions about your bill or to place an order. There is no charge for these calls.

Residence Service Center: Open 8:00am to 6:00pm, Monday through Friday.

Business Center: Open 8:30am to 5pm, Monday through Friday.

Center for Customers with Disabilities: Open 8:30am to 5pm, Monday through Friday.

Repair: Call anytime 24 hours a day, 7 days a week.

All other offices: Open 9am to 5pm, Monday through Friday.

Correspondence: Verizon SRC, P.O. Box 1915, Beltsville, MD 20705-1915

Automated Account Information Line

Residence and Business customers with touch-tone Service may report payments or obtain account information: Monday 7:30am to 7:30pm, Saturday 1-800-244-3737

Línea de Información Automatizada: Llamada Gratis 1-800-244-5303

Residence Customers

Residence Service Representatives: Orders, product information and billing questions 1-800-870-9999

Questions on an overdue account and payment arrangements 1-800-750-3553

Centro Hispano de Verizon Residence Customers

Lunes - Viernes 8:00am - 6:00pm
..... 1-800-430-2222

Center for Customers with Disabilities

Orders/billing questions on residence service V/TTY 1-800-974-6006

Product Information and Instruction Line (Automated)

Instructions and descriptions of Verizon products and services, 24 hours a day, 7 days a week (toll free) 1-800-523-0559

Repairs 1 + Area Code + 555-1611

Business Customers

Business Representatives

Orders, product information and billing questions 1-800-941-9900

Questions on an overdue account and payment arrangements... 1-800-754-3110

Centro Hispano de Verizon Business Customers

Lunes - Viernes 8:30am - 5:00pm
..... 1-800-483-4522

Repairs 1 + Area Code + 555-1515

Conference Calling From Verizon - Conference Connections®

Reservationless Conference Service 1-800-779-2972

Visit us on the Internet at
www.verizon.com/conferenceconnections

Teletypewriter (TTY) Users

Relay Service

Massachusetts Relay Service
..... V/TTY 711 or 1-800-439-2370
..... Voice 1-800-439-0183

Repairs

Call MA Relay Service
..... V/TTY 711 or 1-800-439-2370
..... Voice 1-800-439-0183
and ask them to relay the call to:
..... 1 + your Area Code + 555-1611

Verizon Public Pay Phone Service Customers

Public Pay Phone Representatives

Orders/billing/coin collection questions
..... 1-800-PUB-TELL

Repairs 1 + Area Code + 555-1611

Advertising in Verizon Directories

How to advertise, billing inquiries, errors and omissions 1-800-555-4833

How to Dial Verizon Directory Assistance

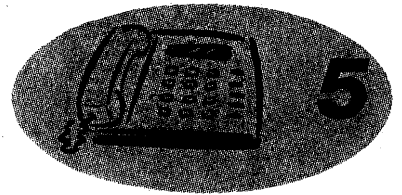
For local listings covered by Area Codes 617/857, 508/774, 781/339, 978/351, 413
..... 411

For national listings anywhere in the United States 411
For toll free numbers 411

Observing for Service Quality

You should know that when you speak with us at Verizon, a supervisor may listen in on the call. Supervisors listen in only to help train employees and ensure that we provide you with accurate information and high quality customer service.

Rates and listings shown in this directory are correct as of September 13, 2004. Rates are subject to change. Your service representative can help.



Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be requested. When you apply for residential telephone service, you will be provided with information about:

- The lowest priced service alternatives available at your location.
- Any special telephone rates that may be available to qualified low income customers through the Link-up America and Lifeline programs.

Services for Individuals with Disabilities

If a disability prevents you from dialing Local or Regional (intraLATA) telephone calls yourself, you may be exempt from the added cost of having an Operator dial calls for you. If a disability makes it impossible for you to look up numbers in the telephone book, you may be eligible for exemptions from local Directory Assistance charges.

Customers with disabilities are encouraged to identify themselves so they can be informed of their rights, as appropriate to the circumstances.

Services for Individuals With a Hearing or Speech Disability

Telecommunications Relay Service (TRS) allows individuals who use TTYs (typewriter-like communications devices) to communicate confidentially with hearing and speech-capable persons, and vice versa, through the assistance of specially trained Communications Assistants who are available 24 hours a day, 7 days a week. There is no extra charge for relay service, and you may request that your long distance company be used when placing long distance calls. To place a call, see Local Telephone Service Providers section, at the end of this guide. For more information about how to use TRS, contact your service provider.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit may be based only on your credit history. The deposit plus interest will be returned by check after the retention period when the customer has demonstrated a pattern of timely payments.

Your Telephone Bill

Charges for your local and optional service are billed one month behind. Because your service is billed in arrears, your first bill after establishing service or adding new products or services to existing service will include only the charges for the number of days you had the service before the billing date. In addition, charges for connecting or changing your services usually appear on the first bill. The second bill you receive will be a regular one-month bill. Local usage charges, Regional Area calls, and Telegrams are normally billed on the next bill after they are placed.

Bills for telephone service will be mailed every month. The bill normally includes charges for local and for long distance companies that have contracted with your service provider to perform billing functions. When you receive a bill, you have the right to:

- Answers to questions you may have about your bill.
- An explanation of all entries on your bill.
- Correction of any billing entries found to be in error.